



Listening to you

How Adult Social Care
will find out what you think
about changes.

There are big changes in the way people get social care support and the way it is organised. We want to tell the people who use our services what is going on and find out what they think.

We call this asking and listening **customer engagement**. We want to let you have more of a say in the services you get.

Please tell us what you think of these plans, by **12 February 2010**.

You can tell us by email at:

promotionpublicity@manchester.gov.uk

or:

a.libman@manchester.gov.uk

or write or email:

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Our rules

We have basic rules in how we will do customer engagement:

- We will be honest about what affect people's views will have on what we do.
- Try to be visible. This means making sure people know when we will be asking what they think. We will tell the people making decisions what you have told us.
- We will try to let everyone have access. This means asking people in a way that suits them; we will meet any special needs hard-to-reach groups have.
- We will try to give people the facts they need and give them time to tell us. We will give people 12 weeks for formal written consultations. If we cannot do this, we will tell you why.

- We will try to be fair in the way we look at what people we have told us.

- We will usually publish what we have found, so people can see what people told us and what we did.

What we plan to do

We will try to do things better. This will help us meet the Government's new Customer Service Excellence Standard for the public sector.

- We will work with the Manchester Partnership to plan things so we do not waste resources and do not ask people the same things.

- We will ask people what they think early on.

- We will make it easier for people to find out about consultations which are going to happen. There will be a calendar and an easy-to-find web space.

- We will use plain language and not use jargon.
- We will make sure the people we ask have an interest in what we are asking them about.
- We will look for groups that are not being asked what they think.
- We will keep records of who we have asked and what happened so we can learn from what we have done.
- We will set up ways of sharing best way of doing things in Adult Social Care and the Manchester Partnership.
- We will have a set standard for all our services that looks at things from the point of view of people using the service.
- We will set up groups of people who use services to check that the information we send out is easy to understand.

- We will look at using new media and other ways to engage with people who use services.
 - We will be clear about how we will engage people.
 - We will clearly tell people why we are asking what they think and what can and cannot be changed.
 - We will tell people how we used their opinions.
 - We will publish reports.
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